

BID SOLICITATION

Page 1 of 5
Printed: 12/5/2003



STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
CAPITOL HILL
PROVIDENCE RI 02908

BID NUMBER: B03190

TITLE: SOFTWARE AND SERVICES

BID OPENING DATE AND TIME:

12/23/2003 2:00 PM

BUYER: LINDA ROCHE
PHONE #: (401) 222 - 2142 ext. 118
BLANKET PERIOD: 12/1/03 - 5/23/05

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E-911 EMERGENCY SYSTEM
DOA CENTRAL BUSINESS OFFICE
ONE CAPITOL HILL, 4TH FLOOR
SMITH ST
PROVIDENCE RI 02908

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E-911 EMERGENCY SYSTEM
E 911 MAIN OFFICE
1951 SMITH ST
NORTH PROVIDENCE RI 02911

Requisition Number(s): R17A040054

Item	Class-Item	Quantity	Unit	Unit Price	Total
	BLANKET PERIOD 12/01/03-05/23/05 SOFTWARE UPGRADE AND ADDITIONAL PSAP MAINTENANCE				

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer.

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	<p>BIDDING</p> <p>(a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State.</p> <p>(b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordering during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered.</p> <p>(c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost.</p> <p>(d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request.</p> <p>ORDERING</p> <p>(a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period.</p> <p>(b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.</p>				

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Item	Class-Item	Quantity	Unit	Unit Price	Total
	THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.				
1.0	208-45 UPGRADE CML VERSION 3.2 OPERATING SYSTEM TO VERSION 5.0 FOR THE CML ECS 1000 SWITCH AND 14 CML SENTINAL WORKSTATIONS AS PER ATTACHED SPECS (PART I)	1.00	EA		
2.0	208-45 REQUIRED ADDITIONAL PSAP MAINTENANCE SERVICES AS PER ATTACHED SPECS (PART II) FOR THE PERIOD 12/1/03 - 6/30/04	1.00	TOTAL		
3.0	208-45 REQUIRED ADDITIONAL PSAP MAINTENANCE SERVICES AS PER ATTACHED SPECS (PART II) FOR THE PERIOD 7/1/04 - 5/23/05	1.00	TOTAL		

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	AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' COMPENSATION AND MUST BE SUBMITTED BY THE SUCCESSFUL BIDDER(S) TO THE DIVISION OF PURCHASES PRIOR TO AWARD. THE INSURANCE CERTIFICATE MUST NAME THE STATE OF RHODE ISLAND AS CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN REJECTION OF THE OFFEROR'S BID. ANNUAL RENEWAL CERTIFICATES MUST BE SUBMITTED TO THE AGENCY IDENTIFIED ON THE PURCHASE ORDER. FAILURE TO DO SO MAY BE GROUNDS FOR CANCELLATION OF CONTRACT.				

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	<p>NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD:</p> <ul style="list-style-type: none">* PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS) - \$1 MILLION OR 5% OF ESTIMATED PROJECT COST, WHICHEVER IS GREATER.* BUILDER'S RISK INSURANCE - COVERAGE EQUAL TO FACE AMOUNT OF CONTRACT FOR CONSTRUCTION.* SCHOOL BUSING - AUTO LIABILITY COVERAGE IN THE AMOUNT OF \$5 MILLION.* ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL) - \$1 MILLION OR 5% OF FACE AMOUNT OF CONTRACT, WHICHEVER IS GREATER.* VESSEL OPERATION - (MARINE OR AIRCRAFT) - PROTECTION & INDEMNITY COVERAGE REQUIRED IN THE AMOUNT OF \$1 MILLION. <p>DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY.</p>				
				TOTAL:	

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Section A. Overview of Need

The State of Rhode Island is seeking a bid for an operating software upgrade for its CML ECS 1000 call switch/router at the primary call center of the RI E 9-1-1 Uniform Emergency Telephone System and for the following additional maintenance services for telephone switching and call processing hardware and software at both the primary and prospective call centers operated by the RI E 9-1-1 Uniform Emergency Telephone System. The current primary call center is located in North Providence, RI.

The primary call center is referred to as "PSAP." Prospective call centers (at physical sites that are yet to be determined) will include a temporary location to serve as an Alternate PSAP and a later permanent location for an Alternative PSAP (replacing the prospective temporary location).

The additional maintenance services would be provided by a dedicated on-site 9-1-1 maintenance/service principal technician at the PSAP or at the temporary or permanent Alternate PSAP and by a remote technician (see minimum required qualifications of bidder's technicians at the end of Sub-part F). The specific services sought are described in the sub-parts set forth.

This Solicitation identifies the required software upgrade (Part I) and additional PSAP maintenance services (Part II). It also describes in "Section C. Background," the existing PSAP-related systems and "Pertinent Work Processes" in Section D.

Section B. Definitions – The following are definitions of terms used herein:

- a) "ALI" means Automatic Location Identification, the capability to identify automatically the geographical location of the telephone being used by the caller.
- b) "Alternate PSAP" means a Public Safety Answering Point at which 9-1-1 calls are received as a backup to the Primary PSAP or as a simultaneously running Primary PSAP.
- c) "CAD" means Computer Aided Dispatch.
- d) "CPE" means Customer Premise Equipment, the equipment in a call center that receives and processes emergency calls, including 9-1-1 calls.
- e) "Contractor" means the person, firm or corporation chosen to perform the work described in this solicitation.
- f) "CPU" means Computer Processing Unit.
- g) "First-tier support" means to provide the initial response to all maintenance activity
- h) "GIS" means Geographic Information System.
- i) "LEC" means Local Exchange Carrier.
- j) "NRF" means No Record Found.
- k) "RI E 9-1-1" means the Rhode Island Enhanced 9-1-1 Uniform Emergency Telephone System.

- l) "On-Site" means a physical presence at one of the sites identified in Section A. - Overview of Need
- m) "Primary PSAP" means the principal Public Safety Answering Point (or "call center") at which 9-1-1 calls are received. (There is only one Primary PSAP in Rhode Island.)
- n) "PSAP" means the public safety answering point at which emergency calls are taken or to which they are transferred.
- o) "Bid" means a firm quotation for the Software Upgrade (Part I) and/or for the Required Additional PSAP Maintenance Services (Part II).
- p) " (RFP) means a solicitation of a formal proposal for the CPE and PSAP maintenance services described in this solicitation.
- q) "Bidder" means the person, firm, or corporation which submits a bid to perform the services and/or provide the software upgrade described in this solicitation and which may or may not be successful in being awarded a contract for the services and/or the software upgrade.
- r) "Secondary PSAP" means a responding public safety agency or emergency medical/rescue unit to which the Primary PSAP transfers calls for response, or which might directly receive emergency calls via a seven-digit phone number.

Section C. Background

CPE Presently Located at Primary PSAP:

- Switch: CML ECS-1000 with 14 workstations using CML Sentinel Software.
- Tape Logger Equipment: Dictaphone units with minimum 34 channels
- Mapping: microData ALI Trakker, AT Admin and AT Store
- On-site Wireless ALI: microData WALI Router
- Internal 9-1-1 network: CML Sentinel and ALI Trakker
- Computer Aided Dispatch (CAD): None. RI E 9-1-1 is exploring the procurement of a CAD system.
- Records Management System: none
- Computer Processing Units (CPU): Presently Hewlett Packard computers at call-taking positions running on Windows NT and Dell servers running on Windows 2000 for mapping and related functions.
- ANI/ALI circuits are connected to the LEC for landline 9-1-1 calls.
- ALI circuits are connected to the Third Party Providers (TCS and Intrado) for wireless 9-1-1 calls.
- ALI voice circuits are connected to the Wireless Carriers for wireless 9-1-1 calls.

Section D. Pertinent Work Processes

At the Primary PSAP, wireline and wireless 9-1-1 calls are answered using the CML ECS-1000 Switch on dedicated 9-1-1 trunks. RI E 9-1-1 has Phase I and Phase II services from the six wireless carriers that serve the RI market. The CML ECS-1000 switch and Sentinel workstations provide features such as automatic call

distribution with recordings, 9-1-1 conference bridging, one button transfer, muting, joint call, speed dialing and others.

The Primary PSAP has a mapped ALI system capable of handling wireline and/or wireless 9-1-1 calls. It operates on a suite of software developed and maintained by microData GIS, Inc. ("microData")

RI E 9-1-1's current service provider is Verizon. Verizon services and maintains the 9-1-1 network and CPE (except for the microData software). Verizon also maintains the wireline ALI/ANI database. The wireless database is maintained by microData.

The Rhode Island Enhanced 9-1-1 Uniform Emergency Telephone System is the only 9-1-1 answering point for the State of Rhode Island.

PART I - Required Software Upgrade

The bidder for this Part I shall provide a bid for the upgrade to Version 5.0 of the current CML Version 3.2 operating software for the CML ECS 1000 switch/ router and fourteen (14) existing CML Sentinel Workstations in the Primary PSAP. The bid shall include the cost of the software and of any necessary hardware required by CML to provide the full functionality and upgrade enhancements of the Pertinent Work Processes described in Section D. The bid shall not include installation and maintenance.

PART II—Required Additional PSAP Maintenance Services

A bidder for this Part II shall submit a bid that includes substantially all of the components of required additional PSAP maintenance services that are described below in sub-parts A through F. Any components not included shall be noted.

A bidder shall bid these services for a projected performance period commencing December 1, 2003 and concluding May 23, 2005. The bid shall be for all of the components in sub-parts A through F, as though all of them would be performed during this period.

These services would be provided by a dedicated on-site 9-1-1 maintenance/service principal technician at the PSAP or at the temporary or permanent Alternate PSAP and by a remote technician (see minimum required qualifications of bidder's technicians at the end of sub-part F). The specific services sought are described in the sub-parts set forth.

A. CML ECS-1000 Switch and Sentinel Workstations

- Assist primary service provider (presently Verizon) with first-tier labor support for the CML ECS-1000 switch.
- Maintain the functionality of the Sentinel workstations at PSAP and Alternate PSAP.
- Provide on-site training of RI E 9-1-1 Call Center shift supervisors, telecommunicators, training/operations personnel and designated administrative/management personnel on use of CML Sentinel workstation software, as needed.
- Install yearly scheduled upgrades of operating software for a CML ECS-1000 switches which are leased, owned, and/or are acquired by RI E 9-1-1.
- Install Sentinel workstation software upgrades to be acquired by RI E 9-1-1 workstations at PSAP and/or Alternate PSAP.
- Configure CML call distributor program as directed by RI E 9-1-1.
- Install and test a CML ECS-1000 switch and Sentinel workstations (to be) acquired by RI E 9-1-1 for an Alternate PSAP.
- Reinstall the to-be-acquired CML ECS-1000 switch, and related Sentinel workstations, upon their relocation from the temporary Alternate PSAP site to a new location. (The actual relocation costs would be borne by RI E 9-1-1.)
- Monitor PSAP CPE and associated software/systems including network.
- Configure Sentinel workstations, as needed, at PSAP and Alternate PSAP
- Periodically test elements of the 9-1-1 network—on a schedule to be mutually agreed upon by the successful bidder and RI E 9-1-1, but no less frequently than weekly--including all connectivity of the CML ECS-1000 switch to telephone service providers and to wireless carriers and from the CML ECS-1000 switch to the Sentinel workstations, CAD, microData ALI Trakker, WALI Router and AT Admin. Refer found problems to appropriate vendors for resolution, and monitor the progress of the resolution. The bidder will ensure the network is fully operational by identifying all network concerns and problems.
- Install CML Sentinel statistics software at workstations identified by RI E 9-1-1.
- Install CML Version 5.0 operating software at the Primary PSAP for the CML ECS 1000 switch/router and for fourteen (14) existing CML Sentinel workstations in the Primary PSAP. (Reference: description of Part I)

B. Maintenance of microData ALI Trakker Software Applications

- Provide daily and weekly upload of GIS wireline and wireless data to microData AT Store, AT Admin and ALI Trakker.
- Maintain and expand an ALI discrepancy process using microData ALI Trakker. The bidder shall provide back-up support and “fill-in” help for the

RI E 9-1-1 Database Manager as needed, as directed by the Executive Director of RI E 9-1-1.

- Provide first-tier support of microData ALI Trakker, AT Admin, AT Store and WALI Router. This first-tier support shall include assisting the microData support team in system troubleshooting, installing system modification and upgrades (both hardware and software), and monitoring the system.
- Install ALI Trakker and GIS data on new CPUs.

C. Telephone Service Provider and Wireless Carrier Interactions

- Test, identify and refer wireless and wireline 9-1-1 trouble to the proper telephone service provider(s) and/or other vendors associated with 9-1-1 service.
- Monitor all referred problems to ensure the problems proper and timely resolution.
- Escalate all problems not resolved within 24 hours to the Executive Director of RI E 9-1-1 or to his or her designee.
- Maintain the automated NRF procedure. The process shall automatically capture and track every NRF by telephone service provider and wireless carrier.
- Request monthly “tandem all trunk busy” and “tandem traffic” reports from RI E 9-1-1’s primary service provider (presently Verizon) and evaluate them.
- Assist RI E 9-1-1’s operational personnel to maintain comprehensive management report requirements and layouts.
- Request annual traffic busy hour studies from every wireline telephone service provider end office including host/remotes and, based upon the studies, configure network to ensure P.01 grade of service.
- Assist Local Exchange Carriers in system troubleshooting, modifications, monitoring, and hardware/software installs.

D. Other Wireless Carrier/Third Party Provider Interactions

- Request traffic busy hour studies from each wireless carrier’s Mobile Telephone Switch providing 9-1-1 service to Primary PSAP and to Alternate PSAP.
- Test, identify and refer wireless 9-1-1 trouble to the proper telephone service provider(s) and/or other vendors associated with 9-1-1 service.
- Assist Wireless Carriers and Third Party Providers in system troubleshooting, modifications, monitoring, and hardware/software installs.
- Configure and maintain each wireless carrier profile in WALI Router to correctly dip Intrado and/or TCS databases.
- Serve as liaison between RI E 9-1-1 and Intrado and TCS for all activities associated with 9-1-1 service.
- Maintain wireless routing for RI E 9-1-1 Primary and Alternate PSAPs.

- Ensure that the data from each wireless carrier's GIS cell tower and sector is configured to display in microData ALI Trakker Phase I and II GIS coverage using modified wireless GIS data routing sheets.
- Coordinate scheduling and testing with the wireless carriers and RI E 9-1-1 Call Center staff.

E. Technical Support for Computer Aided Dispatch (CAD)

- Provide first-tier labor support for the software of the CAD vendor (to be) selected by RI E 9-1-1.
- Assist CAD vendor in system trouble shooting, software upgrades and modifications, system monitoring, and installation of associated hardware/software.
- Load GEO file as needed.

F. Technical Support for Computer Processing Units (CPUs)

- Provide first-tier on-site software support for CPUs and servers at the Primary and Alternate PSAP sites.
- Install and maintain Microsoft software on CPUs and servers at the Primary and Alternate PSAP sites.
- Install (to be) acquired CPUs and monitors at all Sentinel workstations and install, transfer, or reinstall all software and data from the CPUs that are being replaced.
- Install as a replacement a (to be acquired) hub

Minimum Qualifications of Bidder's Technicians

To perform the relevant respective functions enumerated in Sub-parts A through F above, the bidder must have a directly employed principal technician who is certified by CML and by microData and who has a minimum of five years experience in PSAP telecommunications. Experience must include the installation or maintenance of CML PSAP CPE, installation of LEC provided 9-1-1 circuits, and wireless carrier 9-1-1 routing. The on-site principal technician must also have previously installed a CML ECS-1000 switch and Sentinel workstations without assistance of CML and have a minimum of six months' experience in maintaining the complete suite of microData software that is used by RI E 9-1-1.

The on-site principal technician must be on-site at a RI E9-1-1 location (to be determined day to day), Monday through Friday, except for Rhode Island State employee holidays. Work hours will be 8:30AM to 4:00PM unless otherwise agreed upon in writing between RI E 9-1-1 and bidder.

In addition, the bidder will provide 24-hour remote technical service by a trained, directly employed technician for all "out of hour" service problems. This second technician must be certified to work on the CML ECS-1000 switch and Sentinel workstations and microData software. This technician does not have to be on-site but shall become part of escalation list as referred to in Sub-part A. Response shall be within a maximum two-hour time frame. If awarded

the contract, the bidder must have this remote technician employed and available to RI E 9-1-1 within 6 months of contract award.

Bidder shall provide RI E 9-1-1 with a problem-solving hierarchy (escalation list), and keep such list current.

Section E. Other Bidder Requirements

For Part II, bidders must provide:

1. Three (3) references from PSAPs where bidder has provided technical assistance in the engineering, installation and maintenance of PSAPs capable of handling landline and wireless Phase I and II calls. The references must be from three different counties and/or states.
2. Written proof that the initial on-site technician is certified by CML and has successfully installed a CML ECS-1000 switch and Sentinel workstations without assistance of CML.
3. Written proof of its experience using the CML ECS-1000 switch and Sentinel workstations to successfully answer and route both wireless Phase I and Phase II calls directly to wireless carriers, bypassing the 9-1-1 telephone service provider.
4. Written proof of its experience using CML ECS-1000 switch and Sentinel workstations to successfully answer and route landline 9-1-1 calls.
5. Written proof that the on-site technician is certified by microData to provide first-tier support of its complete suite of software / systems.
6. Written proof that the on-site technician has a minimum of five years experience in PSAP telecommunications. Experience must include the installation or maintenance of CML PSAP CPE, installation of LEC provided 9-1-1 circuits, and wireless carrier 9-1-1 routing.
7. Written proof of its experience in implementing a Verizon approved fully automated ALI and ALI discrepancy tracking system at a PSAP. The system must capture discrepancies at call answering and contain the following features: ability to edit and approve discrepancies, on-line referral to the 9-1-1 telephone service providers and wireless carriers, remote clearing by the 9-1-1 telephone service providers and wireless carriers and acceptance review of cleared discrepancies.
8. Written proof of its on-site experience in implementing and maintaining microData ALI Trakker ALI and GIS Discrepancy systems at a PSAP.
9. Written proof of its experience in implementing microData AT Store and AT Admin software.
10. Written proof of its experience in implementing microData WALI Router software.
11. Written proof of its experience in providing maintenance support of microData ALI software modules, and ALI Trakker, AT Admin, AT Store and WALI Router software.
12. Written proof of its experience in configuring WALI Router to dip either Intrado, TCS and/or a local ALI database.
13. Written proof of its experience in implementing and maintaining a wireless Phase I and Phase II network, bypassing the local 9-1-1 telephone system provider 9-1-1 network by providing a direct network connection between the wireless carriers and the CML ECS-1000 switch.
14. Written proof of its experience in implementing and maintaining wireless Phase I and Phase II ALI data circuits, bypassing the 9-1-1 telephone system provider using frame relay connectivity directly from microData WALI Router to Intrado and TCS.

Section F. Evaluation of Proposals

Bids found to be technically or substantially non-responsive will be rejected and not considered further.

Section G. Method of Award

Bidders must have met all specifications and all mandatory requirements to be considered.

RI E 9-1-1 may, at its sole option, elect to require presentation(s) by qualified bidders. RI E 9-1-1 reserves the right to accept a proposal, or to reject any and all proposals based on what is judged to be in RI E 9-1-1's best interests. If presentations are required, all qualified bidders will be invited to make presentations.

RI E 9-1-1 will endeavor to negotiate a contract with the selected bidder. If a mutually agreeable contract cannot be negotiated with the selected bidder within 45 days, RI E 9-1-1 will then award contracts or a contract in accordance with the first paragraph of this section, and so on, until a mutually agreeable contract can be successfully negotiated.

Section I. Separate Bids Required; Expenses to be borne by Bidder/Contractor

Note that Part I and Part II require separate bids. A comprehensive bid is required for all of Part II, Sub-parts A-F inclusive. All expenses are to be included in bids as the obligation of the bidder/contractor, including expenses incurred following bid award and attendant to performance. Personnel/labor costs for the services to be provided in Part II shall be based on a forty-hour workweek.

Section J. Right Reserved by the State

The State reserves the right to award a bid to the same party for both Parts I and II if the sum of the same party's two respective bids are equal to or lower than the sum of the bids from any

other combination of bids for Parts I and II, notwithstanding that the bid for either Part I or Part II by the same party, singly, may have been higher for that respective Part I or Part II.